

# **VEHICLE RENTAL FREQUENTLY ASKED QUESTIONS**

## **1. Can I reserve the rental car through my travel agency or must I contact the rental company directly?**

The traveler can choose whether they would like the State's contracted travel agency to make these arrangements or if they would like to handle these arrangements directly with the rental car company. Remember, the State of Louisiana has a mandatory contract for all vehicle rentals used for in-state travel.

## **2. How do I know that I am getting the State of Louisiana contract rate when reserving directly with the rental company?**

All quoted rates should be verified from either the current travel guide which list both in-state and out-of-state pricing, or on the State Travel Office's website which is [www.doa.state.la.us/osp/Travel/TravelOffice.htm](http://www.doa.state.la.us/osp/Travel/TravelOffice.htm). You may also verify the in-state vehicle rental terms and conditions on the website mentioned above.

## **3. Will the rental company pick me up from my home or office?**

The State of Louisiana's contract for in-state vehicle rentals does require pick-ups and drop-offs. Please see the in-state vehicle rental terms and conditions, listed on our website at: [www.doa.state.la.us/osp/Travel/TravelOffice.htm](http://www.doa.state.la.us/osp/Travel/TravelOffice.htm) for specific details.

## **4. I rented a vehicle and had an accident, what do I need to do?**

In case of an accident, the traveler should notify the police and/or medical response if needed. After the police have arrived and filed an accident report, the traveler will contact the rental location as soon as possible and complete an accident report form, if necessary. Traveler will notify the contractor of the time, place and nature of the accident or damage, the names and addresses of parties involved persons injured, witnesses, owners of property damage, the place at which contractor may examine the vehicle and such other information as may be known by traveler, as required by rental contractor. State traveler should contact Risk Management and ensure they follow all internal agency requirements and procedures.

## **5. What size car can I rent?**

In accordance with PPM49, Section 1504 C 3d; Only the cost of a compact model is reimbursable, unless 1) non-availability is documented, 2) the vehicle will be used to transport more than two persons or 3) the cost of a larger vehicle is no more than the rental rate for a compact. When a larger vehicle is an option as stated in 1) or 2) above, the upgraded vehicle shall be the next smallest size necessary to accommodate the number of persons traveling.

## **6. How can I pay for my rental car?**

You may use an individual liability corporate travel card, a personal credit card, or for larger agencies who rent frequently, your agency may inquire on establishing an account with the contracted vendor to receive monthly direct billing to your agency.

## **7. Should I purchase any Insurance when renting a car?**

As stated in PPM 49, Section 1504 C-3g-h, which states:

**Insurance for Vehicle Rentals Within the 50 United States:** Insurance billed by car rental companies (i.e. CDW and LDW) is not reimbursable for travel within the 50 United States. Insurance coverage for rental vehicles is provided by the Office of Risk Management. Should a collision occur while on official state business, the accident should be reported to the Office of Risk Management, as soon as possible.

**Insurance for Vehicles Rentals Outside the 50 United States (Receipts Required)** The Office of Risk Management (ORM) recommends that the appropriate insurance (liability and physical damage) provided through the car rental company be purchased when the traveler is renting a vehicle outside the 50 United States. With the approval of the department head required insurance costs may be reimbursed for travel outside the 50 United States only.

1. The following are insurance packages available by rental vehicle companies which are reimbursable:

- a.) Collision Damage Waiver (CDW) – should a collision occur while on official state business, the cost of the deductible should be paid by the traveler and a reimbursement claimed on a travel expense voucher. The accident should also be reported to the Office of Risk Management.
- b.) Loss Damage Waiver (LDW)
- c.) Auto tow Protection (ATP) \*approval of Department Head
- d.) Supplementary Liability Insurance (SLI) \* if required by the rental company.
- e.) Theft and/or Super Theft Protection (coverage of contents lost during a theft or fire), \*if required by the car rental company
- f.) Vehicle coverage for attempted theft or partial damage due to fire, \*if required by the car rental company

2. The following are some of the insurance packages available by rental vehicle companies that **are not reimbursable**:

- a.) Personal Accident Insurance (PAC)
- b.) Emergency Sickness Protection (ESP)